

Position Description (EP)

Read each heading carefully before proceeding. Make statements simple, brief, and complete. Be certain the form is signed. Send the original to DCF Personnel Services. Supervisors and incumbents are responsible for the completion of this form.

CHECK ONE: () NEW POSITION (X) EXISTING POSITION

PART I - Position Description

1. Agency Name Department for Children and Families		9. Position Number K0052752	10. Budget Program Number 029113
2. Employee Name (leave blank if position vacant)		11. Present Class Title (if existing position) Human Service Assistant	
3. Division West Region		12. Proposed Class Title	
4. Section Newton DCF Service Center		13. Allocation	
5. Unit Operations		14 (a). Effective Date	14 (b). FLSA Code
6. Location (address where employee works) City: Newton County Harvey		15. By Approved	
7. (Circle appropriate time) Full Time X Perm X Inter Part Time Temp 100%		16. Audit Date: By: Date: By:	
8. Regular Hours (circle appropriate time) From: 8:00 AM To: 5:00 PM		17. Position Reviews Date: By:	
PART II - Organizational Information		Area for use by Personnel Office	

18 (a). Briefly describe why this position exists. (What is the purpose, goal, or mission of the position)

This position is one of the main receptionists for the Newton DCF Service Center and is responsible for all support duties associated with the reception desk. This position will provide clerical support for staff working in the Newton DCF Service Center as requested by the supervisor. Sound communication skills are essential in order to communicate with clients regarding their needs, and provide an ongoing communications link between the worker in various department programs and the customer when needed.

18 (b). If this is a request to reallocate a position, briefly describe the reorganization, reassignment of work, new functionality added by law or other factors which changed the duties and responsibilities of the position.

19. Who is the supervisor of this position? (Who assigns work, gives directions, answers questions and is directly in charge.)

Toby Tiner

Facility Manager

K0061923

Who evaluates the work of an incumbent in this position.

Name:

Title:

Position Number:

Same

20. a) How much latitude is allowed employee in completing the work? b) What kinds of instructions, methods and guidelines are given to the employee in this position to help do the work? c) State how and in what detail assignments are made.

The work requires initiative, discretion and the ability to make judgments regarding the urgency of a situation. General instructions are given.

d) Which statement best describes the result of error in action or decision of this employee.

- () Minimal property damage, minor injury, minor disruption of the work flow.
() Moderate loss of time, injury, damage, or adverse impact on health and welfare of others.
(X) Major program failure, major property loss, or serious injury of incapacitation.
() Loss of life, disruption of operations of a major agency.

21. Describe the work of this position using this page or one additional page only. (Use the following format for describing job duties:)

What is the action being done (use an action verb); to **whom** or **what** is the action directed (object of action); **why** is the action being done (describe the result or outcome expected); ***How** is the action expected to be performed (describe the manner, methods, techniques or procedures in which the task is currently performed). For each task state: Who reviews it? How often? What is reviewed for?

Number Each Task and Indicate Percent of Time and Identity of each function as essential or marginal by placing an **E** or **M** next to the % of time for each task. Essential functions are the primary job duties for which the position was created and that an employee must be able to perform, with or without reasonable accommodation. A marginal function is a peripheral, incident or minimal part of the position

No.	%	E or M	
			This work is reviewed by the immediate supervisor. Observations by other staff are shared with their respective supervisor, who provides input on the review.
50 %	E		As point of first contact, our reception positions must maintain a basic knowledge of all agency programs in order to answer questions from staff, consumers, vendors, and general public. Questions may involve matters concerning child or adult abuse/neglect, child support, vocational rehabilitation, medical, food stamps, or cash assistance program eligibility. Receives and directs all agency visitors, to include consumers, contractors, service providers, and agency officials to appropriate staff member. Answers multi incoming telephone lines. Takes phone messages or uses paging system when necessary. Screens and directs calls to appropriate staff member. All encounters whether by telephone or in person are handled in a courteous and prompt manner.
20%	E		Provides instructions to clients in completing forms/applications and registering applications into the computer. Receives forms, interprets operational rules and procedures to customers to help navigate them through the process of obtaining services. Greets the public in person for the purpose of providing information, making appointments, and mailing out applications as requested.
20%	E		Retrieves faxes and delivers to employees in a timely manner. This position is responsible for opening, closing, and securing the office. Assists supervisor with other duties as assigned.
10%	E		Communicates in a manner that is respectful and beneficial to the office staff both informally through day-to-day interaction and formally, through regular team/unit meetings. Offers assistance to other team members whenever necessary and may serve on work groups or quality improvement teams in order to enhance processes, procedures, and outcomes for consumers. Remains open to organizational changes.

*The description of how to work is to be performed does not preclude the consideration of reasonable accommodation(s) for qualified persons with a disability

22. List the consequences of not performing the essential functions of this position as identified in Section 21.

Consumers would not receive critical and often urgent benefits necessary to gain sufficiency.

23. a. If work involves leadership, supervisory, or management responsibilities, check the statement which best describes the position

- ☐ Lead worker assigns, trains, schedules, oversees, or reviews work of others
☐ Plans, staffs, evaluates, and directs work of employees of a work unit.
☐ Delegates authority to carry out work of a unit to subordinate supervisors or managers.

b. List the class titles and position numbers of all persons who are supervised directly by employee in this position.

Class Title

Position Number

NA

24. For what purpose, with whom and how frequently are contacts made with the public, other employees or officials?

Clerical support is almost in constant contact with internal and external customers

25. What hazards, risks or discomforts exist on the job or in the work environment?

May have hostile customers and/or co-workers.

26. List machines or equipment which are currently used to complete the tasks or production standards for this position. Indicate the frequency with which they are used.

PC 40%

Fax 20%

Phones multiline 40%.

27. Minimum Qualifications as stated in the State of Kansas Class Specifications.

28. SPECIAL REQUIREMENTS:

- Multi Line phone system experience
Microsoft Office experience
Clerical/Receptionist experience
Customer Service in office setting experience
Bi-lingual in Spanish

The work is predominantly sedentary and requires minimal physical activity. The employee is normally seated. Repetitive hand motion and lifting of mail.

Office Safety Plan.

Signature of Agency Head or Appointing Authority
Date